

Prevent Child Abuse America

Chicago, Illinois

Position description:

Operations Director: Healthy Families America

Purpose:

The Mission of Prevent Child Abuse America (PCA America) is to prevent the abuse and neglect of our nation's children. Healthy Families America (HFA) is our signature program, with more than 500 sites providing home visiting services to families in 41 states, DC, Canada and all five US territories.

The Vision of HFA is that "All children receive nurturing care from their family essential to leading a healthy and productive life."

The HFA national office is responsible for model implementation, including site affiliation, accreditation and ensuring access to quality training; assisting states to develop infrastructure; promoting research and evaluation to inform best practices; and participating in national efforts to strengthen the home visiting profession.

The Operations Director will report to the National Director of HFA and serve as a member of the senior management team for HFA. The Operations Director will work to improve HFA operational systems, processes and policies in support of our mission focusing primarily on supporting better information flow, management reporting, project management & execution, business processes and organizational planning.

Position Overview:

This position holds a very high level of responsibility within the Healthy Families America National Office and as such is a key to the success of the network. The Operations Director answers to the National Director of Healthy Families and works closely with the National Director of Training and Technical Assistance, the National Director for Quality Assurance and Accreditation and the Senior Director of Research and the Network Support Coordinator. The Operations Director supervises office staff as assigned.

As a new position, the emphasis may change over time to reflect the actual demands of the organization

Responsibilities:

- 1. Ensure that adequate fiscal policies and procedures are in place to meet all administrative and accountability demands of the HFA department (20%).***

- Oversee overall financial management systems and controls of HFA department budget in partnership with National Director.
- Ensure that the fiscal requirements of all grants and contracts are met.
- Assist National Director in creating annual departmental budget and monitoring cash flow.
- Produce financial reports as needed, including: cash flow projections, monthly balance sheets, actual to projected income and expense reports; respond to ad hoc requests for financial information from PCA America staff, HFA staff and/or board members.
- Manage day to day processing of accounts receivable and payable using QuickBooks, produce reports as requested with the Network Support Coordinator.
- Ensure receivables and expenses are allocated correctly in the PCA America accounting system.
- Facilitate receipts and disbursements by maintaining systems for invoicing customers and funders and ensuring that requests for checks and other payments are processed.
- Ensure that PCA A Accounting Department requests are resolved and communicated in a timely manner to internal and external parties.
- Recommend and implement improvements to fiscal systems.

2. *Manage and increase the effectiveness and efficiency of support services through improvements to each function (40%)*

- Promote coordination and communication between support and service functions.
- Drive initiatives in the HFA management team and departmentally that contribute to long-term operational excellence.
- Develop and implement both internal and external policies and procedures in partnership with other HFA senior management.
- Improve communication vehicles and processes within the department and with the larger HFA network.
- Provide oversight to content available through the on-line library of documents to be shared by HFA staff and as appropriate with the HFA network.
- Provide oversight and execution of contracts through appropriate functional teams (i.e., training, contract trainers, peer reviewer expenses, etc.)
- Oversee the orientation of new HFA staff by implementing an orientation process developed with the management team and Human Resources.
- Act as the liaison to PCA America on routine HR issues, particularly ensuring that critical HR documents are received by all HFA staff.
- Provide oversight and management of the HFA website, including development and updates of content for both universal and login/constituent content.
- Recommend and implement improvements to department communication systems.

3. *Serve as overall project manager for specific initiatives that contribute to current and long-term operational excellence. (35%)*

- In partnership with other HFA senior management, develop project work plans and timelines.

- Ensure that critical tasks are delegated to a specific staff member or team.
- Organize project meetings including scheduling, agenda setting and follow – up, as necessary.
- Monitor progress and with National Director, expedite the resolution to barriers to project completion.
- Ensure high quality and timely production of all deliverables, including grant deliverables.
- Recommend and implement improvements to project management systems.
- Projects to manage include, but are not limited to: communications plan, conference planning, messaging, product website, etc.

4. Risk Management (5%)

- Serve as primary liaison, in partnership with National Director, to legal counsel in addressing legal issues e.g. copyright, antitrust, governing instruments, partnerships, licensing etc.

REQUIREMENTS:

Educational

- Minimum, Bachelor's degree with a major or minor in business, administration, social work (administration track), or related field.

Work Experience

- Experience developing a budget and the associated financial processes to manage expenditures and revenue collection.
- Experience developing and implementing sound business practices which comport with the highest standards of accountability and internal controls.
- Experience with all components of Microsoft office and accounting software such as QuickBooks applied in a non-profit environment.
- Experience writing management policies and procedure memoranda.
- Experience managing on-line content.
- Experience supervising at least one staff member
- Experience with HFA a plus

Management and Administration

- Excellent organizational skills
- Excellent verbal and written communication skills
- Ability to work both independently and as part of a team

General

- Knowledge of Microsoft Word, Excel, PowerPoint and e-mail

Work environment:

The Operations Director will work either in the National Office of Prevent Child Abuse America, located at 228 South Wabash Avenue in Chicago, Illinois in a professional and vibrant area of the city. **Telecommuting** through a home based office may be an option and requires access to a land line/cell phone and the Internet. Some travel may be required annually to attend various meetings.

Compensation:

- Benefits include Health, Dental, Life, Vision and Disability Insurance, 401-k.
- The work hours are 9:00 a.m. to 5:00 p.m. Central Time, with 1/2 hour off for lunch, equaling 37.5 work hours per week.
- Each employee receives 10 paid holidays, 5 sick days, 20 vacation days and 2 personal days per year.
- Salary is commensurate with educational and professional experience.

Submit applications to:
Robert Allen
Senior Director of Administration
Prevent Child Abuse America
228 South Wabash Avenue 10th Floor
Chicago, IL 60604

Please mail, fax or email:

- Resume,
- Salary history, and
- Cover letter detailing experience in the areas described in the job description

APPLICATIONS WITHOUT RESUME, SALARY HISTORY AND COVER LETTER WILL
NOT BE REVIEWED
NO PHONE CALLS

mail.preventchildabuse.org

or

Fax: 312-939-8962

rallen@preventchildabuse.org